



Department of Administrative Services  
 Division of Archives and Records Service  
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# Service Plan

Fiscal Year 2008

The Department of Administrative Services delivers support services of the highest quality and best value to government agencies and the public. The mission of the State Archives is to assist Utah government agencies in the efficient management of their records, to preserve those records of enduring value, and to provide quality access to public information. The Division is created by statute — Section 63-46a-9.5. Its duties are specified in Section 63-2-901, and other sections of Title 63, Chapter 2. This Service Plan is prepared in compliance with Section 63A-1-111. Questions regarding the plan should be directed to Patricia Smith-Mansfield, Director, at 801-531-3850 or at [pmansfie@utah.gov](mailto:pmansfie@utah.gov).

What are the services we provide?		What are the methods used to provide each service?	What are the standards of performance for each service?	What performance measures are used to gauge compliance with the standards?
1. Records management	<b>Records Analysis</b>			
	Perform records inventories	Telephone, email, and on-site consultations	Regular contact with records officer Reply to requests within eight working hours	Provide 2,000 agency consultations annually Customer satisfaction
	Appraise records	Telephone, email, and on-site consultations	Reply to requests within eight working hours	Provide 2,000 agency consultations annually
	Create retention schedules	Telephone, email, and on-site consultations Online forms and worksheets	Reply to requests within eight working hours Series submitted to the agency for approval within one week of receiving the request	Provide 2,000 agency consultations annually Provide training and consultation services to 750 individuals quarterly Customer satisfaction
	Create general retention schedules	Telephone, email, and on-site consultations	Provide general schedules online	One hundred retentions applied to general schedules annually
	Staff support for the State Records Committee	Series provided to State Records Committee monthly	Series retentions approved by State Records Committee monthly	
	Staff support for the State Records Committee	Schedule appeal hearings Maintain information	Appeals scheduled within 52 days Orders issues within 5 business days	

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<b>1. Records management, continued</b>	Provide GRAMA information (appeals, classification, and designations)	Telephone, email, and on-site consultations	Reply to requests within eight working hours	Provide 75 consultations annually
	Offer solutions for records management issues	Online information and newsletters	Publish online newsletter and publications quarterly	
	Provide records management training	Monthly basic records management trainings In-agency trainings as requested	Provide training on basic records management of government records and the Archives' services and specialized training such as electronic records.	Provide 65 training sessions, 1,000 trainees annually Provide training and consultation services to 750 individuals quarterly Successful level for each training evaluation Customer satisfaction
	Provide Government Records Access and Management Act (GRAMA) training opportunities.	Government Records Access and Management Act trainings monthly In-agency trainings as requested	Provide training on records classification and access and specialized training for such agencies as law enforcement and higher education	Provide 65 training sessions, 1,000 trainees annually Provide training and consultation services to 750 individuals quarterly Successful level for each training evaluation Customer satisfaction

<b>2. Records services</b>	<b>Records Center</b>			
	Provide storage services	Create efficient procedures for the storage of government records Provide service forms and instructions on the division's website Provide agencies information on utilizing the State Records Center's storage services	Contact agencies with a delivery date within 48 hours of receiving a Records Transfer Sheet Box data is entered into system within 48 hours of receipt. Resolve incorrectly delivered boxes within five business days of receipt	Monthly numbers for accessions, re-files Customer satisfaction
	Provide access and retrieval services	Create efficient procedures for the storage of government records Provide service forms and instructions on the division's website Provide agencies information on utilizing the State Records Center's storage services	Records are mailed within 24 business hours of receiving a retrieval request	Monthly numbers for total pulls Average pulls/day, average pulls/person, unsuccessful pulls, re-files 85% of semi-active records retrieved, as per timeliness standards, monthly Customer satisfaction

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<b>2. Records services, continued</b>	Provide destruction services for records stored in the State Records Center	Create efficient procedures for the proper destruction of records stored at the State Records Center	Run monthly destruction reports to ensure timely destruction of boxes  Boxes that have met retentions will be destroyed according to approved procedures	Monthly numbers for: destructions, net space gain, total pulls, average pulls/day, average pulls/person, unsuccessful pulls  80% of records destroyed, as per retentions, monthly

<b>3. Archives</b>	<b>a) Access</b>			
	Provide access to historical records	Create inventories, guides, finding aids, and indexes	Adhere to professional archival procedures, guidelines, and standards	Number of finding aids and indexes created
	Provide access through digitization	Digitize historical records from paper and microfilm formats	Adhere to Western States and MWDL standards	Number of series and images digitized
	Provide patron services	Assist patrons through reference room visits, email, correspondence, and telephone  Conduct patron interviews, provide training, assistance, and answer research questions	Assist and/or refer patrons within 24 hours for telephone calls and on-site visits	12,000 patron requests for access fulfilled in a thorough and accurate manner annually  Customer satisfaction
	Provide patron services	Provide copies of records in a variety of formats ( <i>see last page for costs</i> )	Provide in requested format (e.g., photocopy, photograph, digital, microfilm)	Adhere to format standards  Customer satisfaction
	Provide outreach	Offer training and research workshops, papers, and presentations	Outreach is presented during Archives month, GSU conferences, and professional conferences	Successful level for each training evaluation
	<b>b) Preservation</b>			
	Assist institutions and repositories on appraisal of records with historical value	Assist through outreach visits, email, correspondence, and telephone	Respond in 7-10 days	Adhere to accepted professional standards
	Appraise records for historical value	Appraise records	Accession records according to professional procedures and standards within 24 hours of acquisition	Cubic feet of records accessioned and described to the box level monthly/annually
	Maintain historical records	Archivally process records—arrangement and description	Adhere to professional procedures, guidelines, and standards	Number of cubic feet processed to professional standards annually
	Maintain historical records	Hold custody of historical records.	Appraise records and accept custody according to standards and State Records Committee approved retentions	Number of cubic feet acquired monthly

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3. Archives, continued	Preserve historical records	Provide conservation treatment	Basic preservation treatment according to professional procedures and standards	Store records in appropriate environmental conditions
	Maintain public records	Provide support for network of approved regional repositories	Maintain regional repository and consortium online directory	Number of regional and repository trainings conducted annually
	Maintain public records	Manage grants program	Provide operational and project grants to regional and local repositories	Number of regional and local repository projects supported annually
4. Preservation	<b>Micrographics</b>			
	Preserve historical records	Microfilm historical records	Operate microphotography lab	Track rolls, cubic feet, frames, and number of series microfilmed
	Preserve long-term records	Microfilm long-term records ( <i>see last page for costs</i> )	Operate microphotography lab	Track rolls, cubic feet, frames, and number of series microfilmed
	Oversee statewide microfilming	Telephone, email, on-site consultations, and hands-on training	Oversee quality control of the state's microfilming processes Adhere to microfilming professional standards, ANSI-AIIMS	Oversee over 70 cameras statewide Track number of rolls and frames inspected for quality and number of series digitized
5. Open and Public Meetings	<b>Utah Public Notices Website</b>			
	Maintain Utah Public Notices website	Administer website	Provide open and public meetings training	
	Maintain Utah Public Notices website	Administer website	Provide public access Preserve website information as historical record	

### What are the costs associated with each service?

Public Costs Structure: Costs of services at the State Archives are varied, often depending upon the use and purpose of the service.

GRAMA Fees: According to GRAMA, "every person has the right to inspect a public record free of charge, and the right to take a copy of a public record" (UCA 63-2-201(1)). These costs are subject to fee conditions set by GRAMA (63-2-203 and 63-2-204). The fee structure for GRAMA fees and public inspection copies for the State Archives as approved by the legislature are as follows:

Photocopy made by state employee for public, per page \$.50  
 Certified copy of a document, per certification \$2.00  
 Fax request (long distance within US) per number \$2.00  
 Fax request (long distance outside US) per fax number \$5.00  
 Mail request (address within US) per address \$2.00  
 Mail request (address outside US) per address \$5.00  
 Research or services fee: as provided by 63-2-203(2)  
 Extended research or service fee: as provided by 63-2-203(2)  
 Photocopy made by requestor, per page \$.10  
 Microform copy, per fiche \$.50  
 Microfilm copy, per 35mm film prints (silver) \$20.00  
 Microfilm copy, per 16mm film print (silver) \$18.00  
 Microform copy, per 16mm film print (thin) \$10.00  
 Microform copy, per 35mm film print (diaz) \$10.00  
 Microform copy, per 16mm film print (diaz) \$9.00  
 Paper copies from microform, made by staff \$.50  
 Paper copies from microform, made by requestor \$.25  
 Electronic Documents, per diskette \$.60  
 Electronic Documents, per DVD \$4.00  
 Electronic documents, per CD \$2.00  
 Laser printer output, per page \$.50